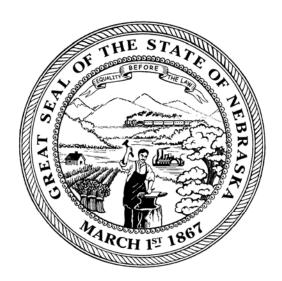# State of Nebraska

Budget Instructions
2007-2009 Biennium
Phase I

Instructions Included For:

- Operating Budget Request Narrative

May 2006

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Room 1320, State Capitol   Lincoln, NE 68509
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OPERATING BUDGET REQUEST NARRATIVE
GENERAL INSTRUCTIONS

Section 81-1113, Nebraska R.R.S. directs the Budget Division to prescribe the forms and procedures that all agencies must use in compiling their budget requests and establish the deadline for submitting budget requests. Budget requests for the 2007-2009 biennium are due by 5:00 p.m., Friday, September 15, 2006.

The automated Budget Request System used each of the last four biennial budget request cycles, will continue to be used for entering the 2007-2009 requests. The system eases the mechanical roll-up functions allowing agencies to focus on more important aspects of budget preparation -- attention to results to be accomplished, goals and objectives necessary to accomplish the agency's purpose, and measures to assess performance, quality and efficiency.

In order to reemphasize the importance of the relationship between strategic planning and the development of an agency's budget request, we are releasing the budget request instructions in two phases. These phase I instructions contain information about the agency and program narrative screens and reports.

Funding from the federal government is an important component in the financing of public services. Due to the increasingly more uncertain availability of federal funds, it is important for decision-makers to have a clear understanding of the source and use of federal funds by state agencies. Consequently, agencies should take the opportunity within the narrative screens to fully describe adjustments in federal funding included in their biennial budget request. Agencies should include a reference to the Catalog of Federal Domestic Assistance number in their descriptions. This will provide a consistent reference point from which additional information may be obtained.

Agencies, boards, and commissions should complete this phase I narrative within the budget request system no later than July 31, 2006. This will allow for a review to make certain that it conforms to the directions provided in these instructions. This early review will facilitate a thoughtful refinement prior to the September 15, 2006 biennial budget request deadline.

We understand that you may have questions due to this new preliminary submission of agency and program level narrative and, therefore, encourage you to contact your assigned Budget Division analyst at your convenience.

PHASE I

Operating Budget Request Narrative

Section 1 — Agency Narratives and
Executive Summary

Report 70-A — Agency Narrative

PURPOSE

The agency narrative provides a statement of the statutory authority for the agency and a statement of agency vision, mission and principles, and goals. The narrative should describe management processes and service delivery methods used by the agency. Please include a copy of your agency's organization chart immediately following this report. **The narrative report should be used to create an Executive Summary of the agency budget request - to highlight any proposed redirection or request for additional public resources, to designate budget request priorities, or to identify significant issues. (Agencies are also highly encouraged to cross-reference these highlighted items to specific modifications, expenditure accounts, etc.)**
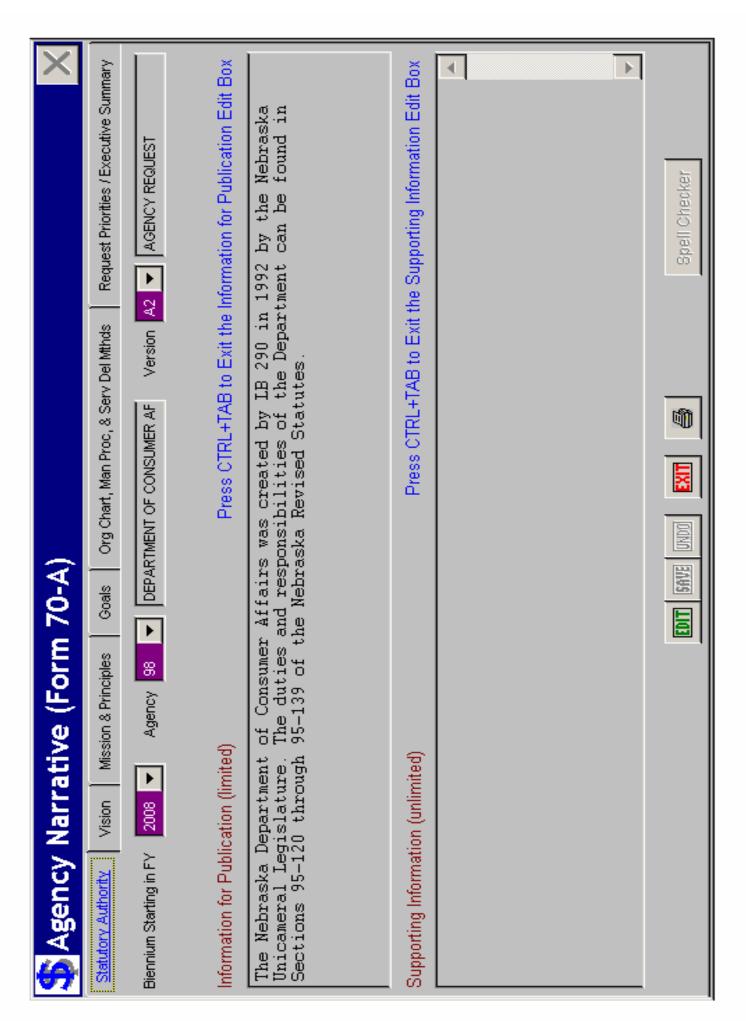
Agencies should take the opportunity within the narrative screens to fully describe adjustments in federal funding included in their biennial budget request. Agencies should include a reference to the Catalog of Federal Domestic Assistance number in their descriptions, especially where an increase or reduction in federal funds will have an impact on state funding. This will provide a consistent reference point from which additional information may be obtained.

Please note: Do not use "hard returns" in the narrative text as you enter it. The information will be printed in the "portrait format" for the Governor's budget document but will be converted to "landscape" for the printed agency budget request document. If hard returns are used, the text will not "wrap."

INSTRUCTIONS

1. Statutory Authority: State the statutory references relevant to your agency.

2. Agency Vision, Mission and Principles, and Goals: Enter the following, using the appropriate tabs on the input screen.
   a) Vision: A statement of the compelling image of a desired future by the agency;
   b) Mission and Principles: A broad and comprehensive statement of the agency's purpose, and the core values adhered to in pursuit of the agency mission;
   c) Goals: The desired results to be accomplished by the agency during the 2007-2009 and 2009-2011 bienniums through the efforts and with the resources of all agency programs and services.
   NOTE: The first box on the narrative input screens for Statutory Authority, Vision, Mission, and Goals is information for publication. The space available in the first box is limited. Information typed into this space will be printed in the Executive Budget document. The second box is for supporting information. There is no limit on the amount of information which can be entered in the second box.

3. Management Processes and Service Delivery Methods: Please summarize management processes and identify your specific methods of service delivery.

4. Request Priorities and Significant Issues (**Executive Summary**): Provide an executive summary of the agency budget request that includes a comprehensive review of the budget request in total, budget request priorities, and significant issues. This information will be referenced and shared by the DAS – Budget Division and the Legislative Fiscal Office with the media and other interested persons as the agency-provided executive summary of its budget request. Agencies, boards and commissions that include a cover letter with their budget submission should also attach this same executive summary to their submittal letter.

5. Organization Chart: Please graphically present your organizational structure. The organizational structure should not be entered into the automated budget system. Include a printed copy following Report 70-A in the printed agency budget request document.

Agency Narrative (Form 70-A)

| Statutory Authority | Vision | Mission & Principles | Goals | Org Chart, Man Proc, & Serv Del Mthds | Request Priorities / Executive Summary |

Biennium Starting in FY 2008 ▶   Agency 98 ▶   DEPARTMENT OF CONSUMER AF   Version A2 ▶   AGENCY REQUEST

Information for Publication (limited)   Press CTRL+TAB to Exit the Information for Publication Edit Box

The Nebraska Department of Consumer Affairs was created by LB 290 in 1992 by the Nebraska Unicameral Legislature. The duties and responsibilities of the Department can be found in Sections 95-120 through 95-139 of the Nebraska Revised Statutes.

Supporting Information (unlimited)   Press CTRL+TAB to Exit the Supporting Information Edit Box

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Agency Narrative (Form 70-A)

Biennium Starting in FY 2008   Agency 98   DEPARTMENT OF CONSUMER AF   Version A2   AGENCY REQUEST

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In order to better perform its duties in a proficient and effective manner, the Department of Consumer Affairs is organized into three Operating Divisions: Administration, Investigations, and Public Information.

The Administration Division provides management services throughout the Agency. Under the Director, staff include a Business Manager, Information Systems Specialist, and several Administrative Support personnel.

The Investigation Division is responsible for maintaining the Consumer Complaint database and for resolving consumer fraud complaints. This work is conducted by an Examiner Supervisor, two Examiners, and Clerical staff, who work with complainants and pursue resolution on casework.

The Public Information Division promotes the services of the Department through production of public service messages for the media. The division also maintains a toll-free "Hotline" to allow consumers to report complaints or request information beyond office hours. The Division is also responsible for maintaining the Division's website and tracking requests and complaints logged via the internet. Finally, the Division produces and conducts public information forums that educate consumers about protecting themselves against fraud. The Division staff includes two Public Information Officers, one IT Tech / Webmaster, as well as various administrative support staff.

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Agency Narrative (Form 70-A)

Statutory Authority | Vision | Mission & Principles | Goals | Org Chart, Man Proc, & Serv Del Mthds |

Biennium Starting in FY: 2008 Agency: 98 ► DEPARTMENT OF CONSUMER AF Version: A2 ► AGENCY REQUEST

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EXECUTIVE SUMMARY:

The Department of Consumer Affairs (Agency 98) is organized into three (3) Divisions: Administration, Investigations, and Public Information. The Agency programs are structured around these Division functions.

Our Budget Request for the 2007 - 2009 Biennium is summarized as follows:

Description	Base FY 2006-07	Total FY 2007-08	Difference '08 vs'07	Total FY 2008-09	Difference '09 vs'07
OPER REQ	$2,057,646	$2,103,706	$46,060	$2,021,085	($ 82,621)
GOV'T AID REQ	$1,938,395	$1,938,395	$ -0-	$2,188,395	$250,000
TOTAL REQ	$3,996,041	$4,042,101	$46,060	$4,209,480	$167,379
PSL	$1,247,285	$1,323,832	$47,547	$1,244,711	($ 2,574)
FTE	24.25	28.25	4.0	26.25	2.0

DEPARTMENT OF CONSUMER AFFAIRS

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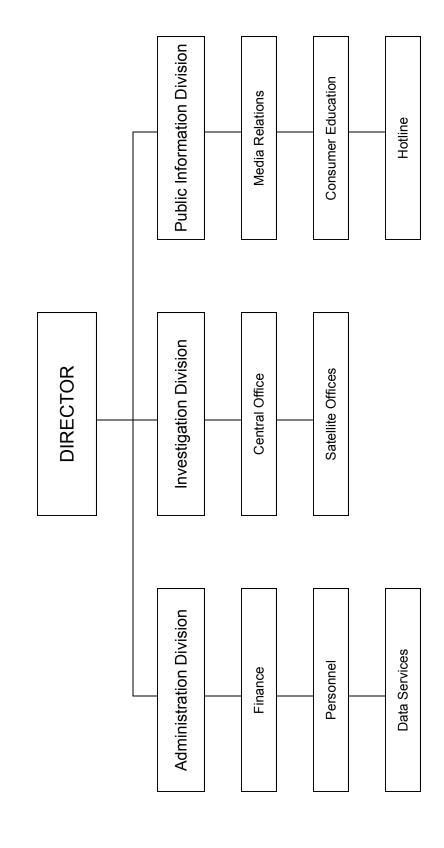
PHASE I

Operating Budget Request Narrative

Section 2 — Program Narratives

Report 70-P — Program Narrative

PURPOSE   The program narrative provides a statement of objectives for the program and identifies which agency goal(s) the objectives support. The narrative also includes performance measures such as: inputs, outputs, efficiency, outcomes and quality. In addition, the program narrative should be used to provide highly detailed information regarding request priorities and significant issues.

Agencies should include a reference to the Catalog of Federal Domestic Assistance number when describing changes in estimated federal funding, especially where an increase or reduction in federal funds will have an impact on state funding. This will provide a consistent reference point from which additional information may be obtained.

Please note: Do not use "hard returns" in the narrative text as you enter it. The information will be printed in the "portrait format" for the Governor's budget document but will be converted to "landscape" for the budget request document. If hard returns are used, the text will not "wrap."

INSTRUCTIONS 1. Program Objectives: Please state the desired results to be accomplished by the program during the 2007-2009 and 2009-2011 bienniums through the efforts and with the resources of this specific program, sub-programs and services. Identify the strategies and actions that will be implemented to achieve program objectives.

2. Performance Measures: Please state performance measures utilized by the agency to determine cost, efficiency, effectiveness, and results of services of this program for the fiscal years 2005-2006, 2006-2007, 2007-2008, and 2008-2009. These performance measures should include at least one of each of the following:
   a) Inputs – Resources used to provide goods or services.
   b) Outputs – Amount of goods or services provided.
   c) Efficiency – Cost of labor or materials per unit of goods or services provided.
   d) Outcomes – Results; extent to which program objectives have been achieved.
   e) Quality – Extent to which customer requirements or satisfaction has been achieved.
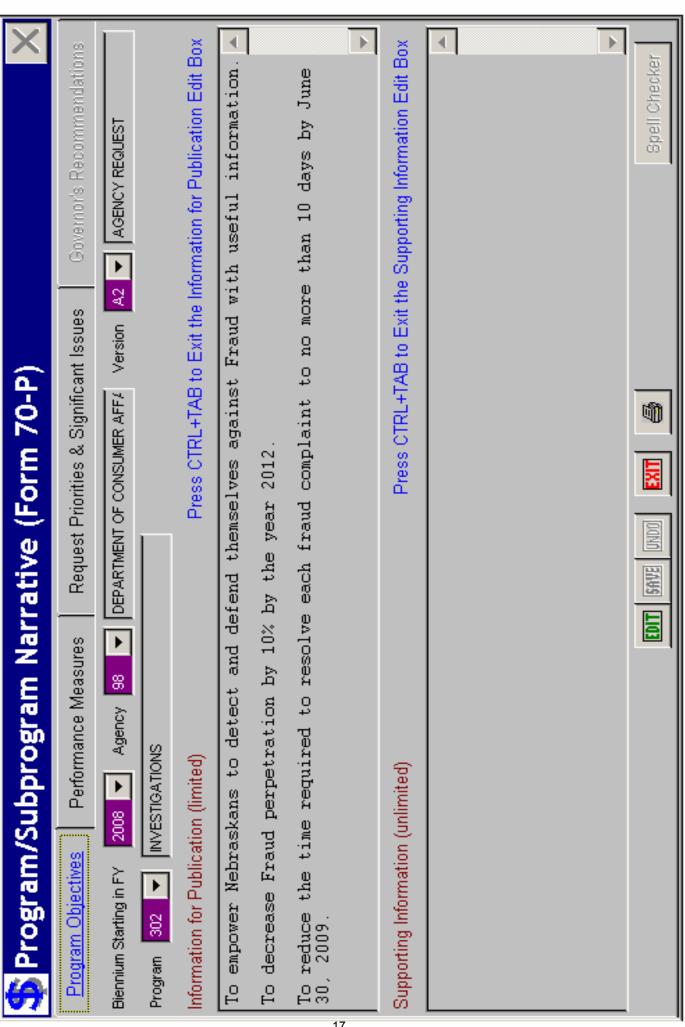
If you have chosen the "Performance Measures Only" or "Both" options, you must press the Performance Measures tab, to see the Performance Measures form. Be sure to click the "Edit" button, and then click the "Add a Line" button to add a new line. Each new line has an identifying number ("id"), assigned in increments of 100. The input form tells you how many lines are for publication right above the Add and Delete buttons. If you choose to do performance measures only, the first 25 lines are for publication. If you choose to do both performance measures and narrative, only the first 10 lines of performance measures are for publication.
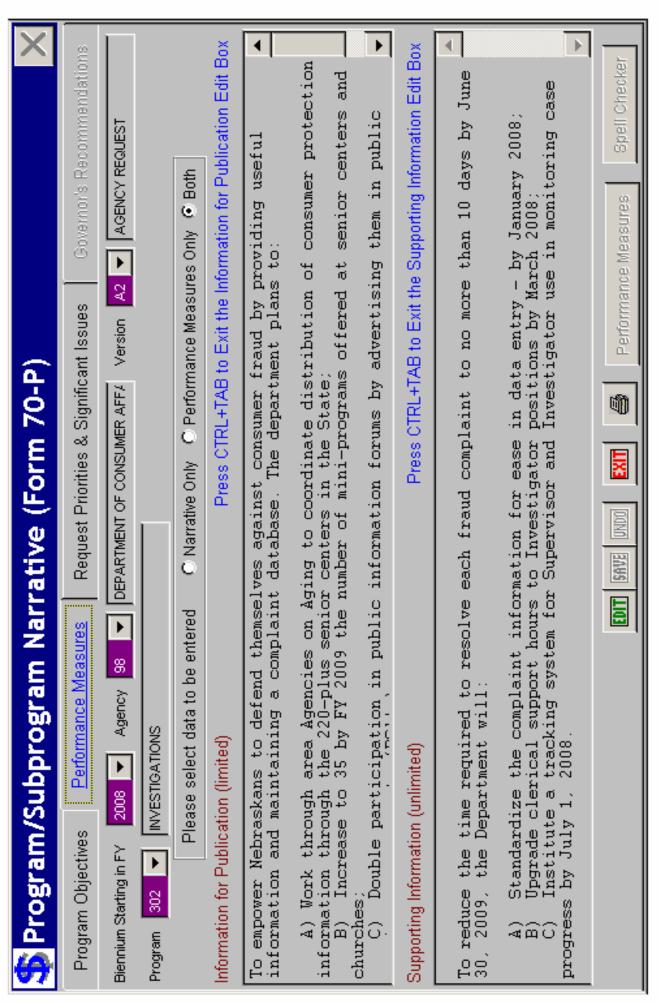
Each line that will print will have a check mark in the print column. You can change the id number of a line to identify the lines you want to print. You may insert a line between two existing lines by changing the id to fall between the desired lines. If you click the "Reorder Lines" button, it will put your lines in numeric order, and those that will print will have a check in the Print column. You may also delete a line. Make sure your cursor is on the line you wish to delete; then click "Delete a Line."

NOTE: As with the Agency Narrative screens, the Program Objectives and Performance Measure Narrative screens allow a limited amount of space to provide information for publication in the Governor's budget book and an unlimited amount of space for supporting information. Note that with the Performance Measures tab, you may choose whether you will include narrative only, performance measures only, or both in the information for publication.

3. <u>Request Priorities and Significant Issues</u>: Provide detailed information regarding changes in resource utilization requested for the 2007-2009 biennium within your continuation budget. Also, please identify significant internal or external issues that will impact on program performance.

A copy of Report 70-P for each program is required to be included in each printed copy of your operating budget request.

$ Program/Subprogram Narrative (Form 70-P)

| Program Objectives | Performance Measures | Request Priorities & Significant Issues | Governor's Recommendations |

Biennium Starting in FY [2008] [▶]   Agency [98] [▶]   DEPARTMENT OF CONSUMER AFFA   Version [A2] [▶]   AGENCY REQUEST

Program [302]   INVESTIGATIONS

Information for Publication (limited)   Press CTRL+TAB to Exit the Information for Publication Edit Box

[◀]   [▶]

To empower Nebraskans to detect and defend themselves against Fraud with useful information.

To decrease Fraud perpetration by 10% by the year 2012.

To reduce the time required to resolve each fraud complaint to no more than 10 days by June 30, 2009.

Supporting Information (unlimited)   Press CTRL+TAB to Exit the Supporting Information Edit Box

[◀]   [▶]

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Spell Checker

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Program/Subprogram Narrative (Form 70-P)

Program Objectives | Performance Measures | Request Priorities & Significant Issues | Governor's Recommendations

Biennium Starting in FY 2008 ▶   Agency 98 ▶   Version A2 ▶   AGENCY REQUEST

Program 302 ▶   INVESTIGATIONS   DEPARTMENT OF CONSUMER AFFA

Please select data to be entered   ○ Narrative Only   ○ Performance Measures Only   ◉ Both

Information for Publication (limited)   Press CTRL+TAB to Exit the Information for Publication Edit Box

To empower Nebraskans to defend themselves against consumer fraud by providing useful information and maintaining a complaint database. The department plans to:

A) Work through area Agencies on Aging to coordinate distribution of consumer protection information through the 220-plus senior centers in the State;
B) Increase to 35 by FY 2009 the number of mini-programs offered at senior centers and churches;
C) Double participation in public information forums by advertising them in public (main...

Supporting Information (unlimited)   Press CTRL+TAB to Exit the Supporting Information Edit Box

To reduce the time required to resolve each fraud complaint to no more than 10 days by June 30, 2009, the Department will:

A) Standardize the complaint information for ease in data entry - by January 2008;
B) Upgrade clerical support hours to Investigator positions by March 2008;
C) Institute a tracking system for Supervisor and Investigator use in monitoring case progress by July 1, 2008.

EDIT   SAVE   UNDO   EXIT   Performance Measures   Spell Checker

Performance Measures

Version A2

Biennium Starting in FY 2008   Agency 98   DEPARTMENT OF CONSUMER AFFA

Program 302   INVESTIGATIONS

The first 10 records will print for publication. The remaining records are supporting information.

[Add a Line] [Delete a Line] [Reorder Lines]

Print?	ID	DESCRIPTON	FY06 ACTUAL	FY07 CURRENT	FY08 REQUEST	FY09 REQUEST
✓	100	No. of Senior Centers Contacted	140	175	200	200
✓	200	No. of Mini-Programs Conducted	12	15	25	35
✓	300	No. of Participants per Min-Progr	18	20	25	25
✓	400	Cost per Person per Mini-Progra	$11	$11	$10	$10
✓	500	No. of PSA's About Forums	9	12	24	24
✓	600	No. of Participants per Info Forum	56	70	95	112
✓	700	Cost per Info Forum Participant	$64	$51	$38	$33
✓	800	No. of Senior Citizen Fraud Com	149	130	115	100

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$ Program/Subprogram Narrative (Form 70-P)

| Program Objectives | Performance Measures | Request Priorities & Significant Issues | Governor's Recommendations |

Biennium Starting in FY 2008 ▼   Agency 98 ▼   Version A2 ▼

Program 302 ▼ INVESTIGATIONS   DEPARTMENT OF CONSUMER AFFAIRS   AGENCY REQUEST

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Federal Funding from the Consumer Affairs Grant has been eliminated effective FY 2006. We
have found that the incidents of Nebraskans falling victim to consumer fraud is
significantly affected by effective educational efforts of this Units. Consequently,
Educational Outreach remains our highest priority. With the loss of Federal funds, the
Agency is requesting a continuation increase of $10,000 in General Funds for both Fiscal
Years of the Biennium, in order to continue to pursue our vital communication efforts with
the public.

The Agency has re-evaluated our programs and decided it is necessary to reduce the number of
public information forums from six to three each year. We hope to increase participation in
the remaining sessions, however.

The Agency will increase the number of mini-programs it conducts, as well as try to increase
the number of participants per mini-program. By more carefully targeting our audience and
increasing our advertising PSA's, the Agency will be able to achieve these goals with the
additional $10,000 per year in General Fund support.

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Spell Checker

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